
EXECUTIVE COMMITTEE MEETING
Department of Workforce Services
1385 South State Street, Salt Lake City, Utah
Monthly Meeting Minutes
Thursday, May 11, 2006
12:00 p.m.

Presiding: Greg Diven, Chair

Present: Charles Daud, Linda Fife, Norman Fitzgerald, Paul Jackson,
Commissioner Colleen Johnson, Jon Pierpont, Karen Silver,
Kerry Steadman

Absent: Jennifer Carroll, Edith Fauver, Tony Gomez, M. Ali Wilkinson

Excused: Councilman Jim Bradley, Senator Brent Goodfellow, Jill Merritt

Staff: Karla Aguirre, Diane Lovell, Laurel Morris, Mary Peterson

1. Welcome & Announcements

Chairman Greg Diven opened the meeting at 12:10 pm. He began by noting the overwhelming success of the Annual Retreat where much was accomplished. He thanked everyone for their assistance, especially Commissioner Colleen Johnson for her part in the planning, novelties and set-up for the event. The presentations by Tani Downing and keynote speaker, Dr. Quinn McKay were excellent. Over 60 attended and awards were given to Paul Jackson and three customers, one of which went to L-3 Communications as an outstanding business customer. Members especially enjoyed the tour of the Miller Sports Park and racetrack and noted to mark June 10th on calendars for the open house, which is a free event.

Mr. Diven reported the Department of Health asked the Council to submit names for the Blue Ribbon Task Force for Pandemic Flu Preparedness. Allan Allred, Questar Gas Division and Ryan Richards, Vice President from Novell were selected. Mr. Diven provided copies of a CD from the Governor's Summit on preparedness. In addition, a television movie on this subject was aired and the National Human Resource Magazine had PANDEMIC in bold letters on the cover of its May issue. The Council has helped to educate businesses regarding preparedness for a potential pandemic.

The Worksite Learning Challenge is a continual process. Laurel Morris provided a handout with an update of Unpaid Internships. She focused on the types of worksites needed for Unpaid Internships and the types of customers that are appropriate for OJT contracts.

Chairman Diven briefly spoke about the State Council Meeting held on April 24 in St. George. The meeting focused on the department's strategic direction, reduced federal

funding and the needs of employers in rural areas. A list of occupations most in demand was also shared.

Chair and Vice Chair elections will be held during the June Council meeting. Diane Lovell will send out an email outlining the nomination process, statutory requirements and a list of eligible private sector members.

Mr. Diven reported there are currently no vacancies or expiring memberships on the Council. He noted that a few members have not been active and they will be sent a letter addressing their commitment and future membership intentions.

2. Regional Director's Remarks

Jon Pierpont, Regional Director provided an update on three topics.

1. **FEP Participation** - Mr. Pierpont provided a handout with the FEP Participation percentages as of April 2006. He noted that Central Region began at a 14% participation rate and now leads the state at 32.93%. The Downtown Center has exceeded the 50% goal and is currently at 54.70%. Each Employment Center within Central Region has been challenged to meet the 50% mark by June.
2. **Refugee Town Hall Meetings** - Two town hall meetings were held to provide refugees and service providers an opportunity to speak directly with government about current needs, what's working and what is not. This meeting brought to light things that DWS needs to do differently as we administer the refugee program. Jon Pierpont met with a group, including Tani Downing to discuss what steps to take as we move forward to address the concerns and needs of the refugee population. More information will be forthcoming.

Charles Daud asked how many refugees are involved and how long they are considered refugees. Mr. Pierpont said that there are well over 100,000 refugees with a variety of groups represented and a variety of issues. The refugee program in Utah allows cash assistance for 8 months. After this period they need to become employed and language barriers constitute a major impediment.

Kerry Steadman commented that the Salt Lake County Council Chamber where the meetings were held, accommodates about 175 people and it was full on both days and a lot of passion was expressed. The refugee leaders stated that they wanted to solve their own problems but need some assistance and mentoring to do so.

3. **One-Stop Homeless Model** – A draft proposal, outlining a model on how to serve the chronically homeless was presented in the Supportive Service Sub-Committee of the Homeless Coordinating Council. The projected implementation date is September 1, 2006. Mr. Pierpont would like the

opportunity to present the proposal in a future Council meeting and solicit Council feedback and input at that time.

Focus groups will be held in June with homeless individuals and families and service providers to gather more information to ensure the model is feasible and addresses the current needs. The focus group, consisting of homeless individuals and families will be held at the Fourth Street Clinic and the service provider focus group will meet at DWS-1385 South State.

Norm Fitzgerald asked what the definition is for a “homeless” individual. Mr. Pierpont responded that the department defines “homeless” as having no fixed address; however, service providers and the community may use different definitions.

3. TechSkills and Gephardt Story – Staff Report – Karla Aguirre

Greg Diven reported that an individual went through DWS for assistance and was referred to TechSkills’ pharmacy technician program. This individual spent 15-18 months in training, finished the program requirements and passed the certification exam. She was then told that the school was not “certified” by the Division of Occupational and Professional licensing (DOPL) and therefore, her certification was invalid. She learned she would need to take the entire course and complete the clinical hours all over again. Frustrated, the customer then complained to Gephardt who conducted an investigation and an unfavorable “Get Gehhardt” feature aired on May 7th.

Karla Aguirre looked into the situation and noted that there hadn’t been any ongoing communication between DWS and the Division of Occupational and Professional Licensing (DOPL) and that Mr. Gephardt didn’t understand the difference between a DWS “approved” school and “DOPL” approval. Unfortunately, DOPL had not approved/accredited TechSkills, even though TechSkills was a DWS Approved Provider and was registered with the Department of Consumer Protection. In the past, DWS policy did not require Regional Council approval when “approved” schools added new programs. DWS policy has now been changed and requires Council approval of all new programs added by schools on the DWS Approved Provider list.

One of things that we didn’t know is that TechSkills had been making applications to DOPL to get approved and was denied three times. TechSkills did not tell us that they were trying to get approved and were not approved. Had we known, we certainly would have taken them off the DWS Approved Provider List, but were not informed by the school, Consumer Protection nor DOPL. This has now been taken care of and TechSkills received its DOPL Accreditation on April 11, 2006.

Letters were sent to 20 TechSkills students who were impacted – 10 of which were DWS Central Region customers, advising that in order to get their license they would have to retake the 10-module test, redo their clinical hours (180 hours), and take a new class on Utah law – all at no cost. If they choose not to do this, TechSkills would refund their tuition.

Tara Connolly, DWS Program Specialist is working directly with DOPL and Consumer Protection to go through every program on the DWS Approved Provider List to ensure there are no issues. The training provider application on the website has been updated to reflect the difference between accreditation, licensing and certification requirements. DWS Policy will be changed June 1st and we can remove a provider or program if they lose their licensing or approval. Ms. Aguirre feels the department has everything possible to resolve these issues. She thanked Linda Fife and her staff for the SLTATC's willingness to provide training to the impacted customers if that option had become necessary.

Kerry Steadman commented that the situation for the customer might have been handled differently if the Employment Counselor had sought additional options through his/her supervisor – before Gephardt got involved. Karen Silver suggested that Managers check to make sure that there are no other programs involved.

Diane Lovell noted that in the future, all new schools and each new program will be verified with DOPL and Consumer Protection before presentation to the Council for approval.

Paul Jackson recommended that we clearly understand which providers are engaged in anything to do with DOPL so that if anything changes, we can impact that. Greg Diven suggested that the Training & Development committee look to see if there are adequate checks and balances in place. Linda Fife suggested that the provider application reflect when a school was approved and by what licensing and certification board, including: 1) Which programs do you have which result in licenses being granted?; and, 2) Have you gone through the proper procedures?

Tara Connolly is changing the policy using word for word the same requirements that Consumer Protection uses for accreditation, certification and licensing. These changes will be reflected in official DWS Policy effective June 1st. Ms. Connolly will attend the next Training & Development Committee meeting to present the policy amendments.

Concerns regarding the legality of those technicians who are already working were voiced. Ms. Aguirre replied that a letter was sent to each of them stating what they need to do to obtain “legal” licensure.

Norm Fitzgerald asked what evidence do we have that DOPL issued a license? Paul Jackson noted that under Utah Law, DOPL has a provision to approve every institution that teaches.

Mr. Fitzgerald then asked if DWS now has a line of communication with DOPL? Karla Aguirre answered “yes”.

4. 2007 Strategic Planning – Retreat Outcomes & Committee Goals

Chairman Diven then referred to the new Regional Council Planning template that was developed by the State Council. Each member received a copy. Council/committee goals

developed at the Retreat are listed in the new template. Greg Diven asked Committee Chairs to review and determine if the entries are accurate before the plan is submitted to Mike Richardson, State Council Director. He also asked that “success measures” be worked on and included as part of each committee’s goals.

5. Executive Roundtable Update – Greg Diven

Automotive Industry - The May 10, 2006 Curriculum Meeting involving SLCC, SLTATC, Key Legislators, Bob Garff, Larry H. Miller and high school instructors was postponed in order to give the Governor’s cabinet members who are on the new state workforce improvement committee (WIC) an opportunity to review the issues. The meeting will be rescheduled ASAP after feedback from the WIC.

The curriculum committee is making progress and Linda Fife is working with other education leaders to develop White Paper promoting the need for applied courses to count toward graduation credits. The Miller MotorFest may need to be re-scheduled to early October. It will be held at the SLCC Miller Enterprise Center and more updates will follow.

Linda Fife announced that the SLTATC and SLCC have signed an automotive articulation agreement that will provide a good bridge from high school to post-secondary programs. She noted that SLCC was great to work with.

Construction Industry – The first Construction Roundtable revealed a lengthy list of issues to address in the next few months. An Executive Roundtable meeting (immediately following today’s Executive Committee Meeting) is scheduled to continue planning the next Construction Roundtable and to work on next year’s goals.

6. May 25, 2006 Council Meeting – Agenda Setting

The following items will be placed on the May 25 Agenda:

- New Provider Application – Utah Safety Council
- Executive Roundtable Update
- Strategic Planning

7. Old Business

Karen Silver asked if we could use the term “Internship” rather than “Unpaid Internship”. Laurel Morris noted that since no funding is available, if “Unpaid Internship” is not used it causes confusion. A definitive conclusion was not reached and more discussion will take place at a later date.

8. New Business

There was no new business to report.

9. Public Comment

There was no public comment.

Chairman Diven adjourned the meeting at 1:25 pm.